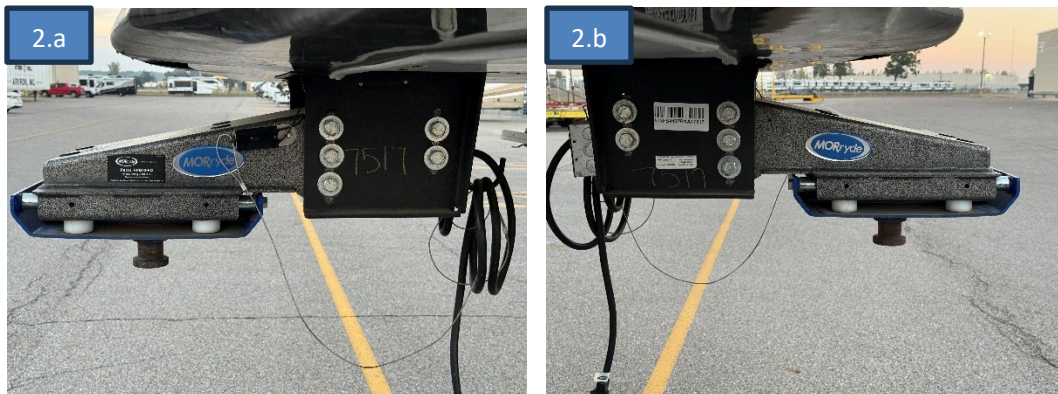


Customer Satisfaction Campaign

Field Inspection/Repair for Momentum & Solitude Upper Deck Wall Securement

The steps below outline a field repair process for service providers to address wall securement. A visual inspection outlined in customer communication must be performed prior to initiating this field repair. This does not indicate safety related conditions but should be addressed to prevent the issue from worsening.

1. Locate the unit on a stable, level surface and lower the front landing gear until the unit is free from tow vehicle and is fully supported by landing gear. **DO NOT LOWER THE STABILIZER JACKS!**
2. Take photos of the pin box of the unit as shown in *photos 2.a. & 2.b* and include them in your pre-authorization request. **NOTE: If the pin box is not original OEM equipment or approved replacement contact Grand Design Customer Service before proceeding.**



3. Remove the forward compartment door and TPO bulkhead around the pin box.
4. Inspect the frame structure for broken welds, cracked or torn steel. Provide photos of any structural damage you find in your pre-authorization description and include the approximate location of the crack. **CONTACT GRAND DESIGN CUSTOMER SERVICE IF CRACKS IN THE MAIN SUPER STRUCTURE ARE DISCOVERED.**
5. Replace existing lags and fill all accessible lag holes in the main rail with 1/2" lag bolts. With a 3/16" inch bit, drill a pilot hole in the designated frame locations where a lag is NOT present. Be sure to measure the depth prior to drilling to prevent breaching the exterior wall. The pilot hole should only penetrate the first layer of aluminum. Before installing the lags, place a bead of SikaFlex 252 GRDV PN 961052 the length of the threads. **For units with double main rail**



tubes, use GDRV part #961671. For all single tube main rails, use Grand Design part # 961661. Not all lag bolts are accessible from the bulkhead area. Request additional time as required in pre-authorization with a detailed explanation.

6. Reinstall TPO bulkhead and front compartment door. Seal trim and screw covers accordingly.
7. Identify any cabinetry or wall panel damages with photos in the pre-authorization, using the appropriate flat rate codes.
8. Before releasing the unit, inspect compartment doors and entry doors to entry doors to ensure that all doors and latches are maintained and functioning properly.